

California Department of
CONSUMER AFFAIRS

Annual Statistical Profile

2001 –2002

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State of California

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Introduction

Regulatory Structure and Functions

The mission of the Department of Consumer Affairs (DCA) is to promote and protect the interests of California consumers. In support of this mission the Department of Consumer Affairs' regulatory entities license, register or certify practitioners according to qualifications established by that entity. Some programs authorize other organizations to provide services associated with the entity's purpose, typically education of practitioners or direct services to consumers. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

The Annual Statistical Profile (ASP) helps to monitor the Department's achievements by providing numerical summaries of each regulatory entity's licensing, examination and enforcement processes. This enables individual entities and the Department to track year-to-year changes within entities as well as differences between entities. The resulting data inform program and administrative decisions.

The Department's regulatory entities currently are comprised of 25 boards, 9 bureaus, 3 committees and 1 commission. Two boards (the Medical Board and the Board of Vocational Nursing and Psychiatric Technicians) encompass more than one program. Altogether, boards or programs, bureaus, committees and the commission comprise 43 regulatory entities that each report ASP data.

The Legislature evaluates the operations of Department entities, primarily through Sunset Review, a process to which ASP data contribute. Legislation may establish new entities, cease the operations of others, transfer some to another agency, or change the entity's status within the Department. Such changes are reflected in this report. The Occupational Therapy Board and the Osteopathic Medical Board began their licensing process through DCA in 2002. The Nursing Home Administrator Program moved from the Department of Consumer Affairs to the Department of Health Services.

(Continued on next page)

Introduction (continued)

The Department provides support to the boards, committees and the commission. The boards, committees and the commission are semiautonomous bodies whose members are appointed by the Governor and the Legislature. Bureaus report directly to the Department. License, examination and enforcement fees almost exclusively fund Department operations.

Enforcement Results

One of DCA's strategic objectives is to assess the effectiveness of enforcement activities throughout the Department.

Annual Statistical Profile data for fiscal year 2001-2002 reveal that the Department received more than 87,000 complaints. That is 7,500 (or approximately 10%) more than the previous year. Of the complaints received in fiscal year 2001-2002, more than 28,000 were referred for investigation. This reflects an increase of 4,729 (20%) from the previous fiscal year. Combining data from the last three fiscal years shows that in cases in which formal action was pursued, 87% had a disciplinary outcome, such as revocation or surrender of license, probation, suspension, etc., indicating the necessity and justification of these actions.

Data from several regulatory programs indicate increased enforcement activity. For example, the Bureau of Automotive Repair conducted 3,622 (13%) more inspections this fiscal year compared to the preceding year. The Quality Assurance Inspection Program, fully implemented in fiscal year 2000-2001, continues to increase overall inspection volume. This appears to have led to a reduction in the number of citations issued for fiscal year 2001-2002, suggesting increased compliance. The Bureau of Security and Investigative Services (BSIS) revoked 229 licenses this year, a 34% increase from the previous year. The Cemetery and Funeral Bureau opened 756 investigations this year, nearly triple the number opened in fiscal year 1999-2000.

Another way to monitor enforcement effectiveness is to consider the dollar amount of cost savings to consumers. Due to Departmental mediation efforts, during fiscal year 2001-2002 consumers received more than \$40 million in cost savings. Above this amount paid to consumers, more than \$6 million in cost recovery was ordered to be paid to the regulatory programs.

The Department has been working to increase its data collection activities. This should augment the Department's ability to effectively monitor enforcement and other activities, identify trends and suggest strategies for further enhancing the effectiveness of regulatory programs.

Summary of Statistical Profile Content

The Statistical Profile provides a descriptive overview (including budgetary information) for all entities, highlights of the Department consumer assistance activities, and, finally, more detailed regulatory data. The regulatory data is organized into three sections by general function. These functional sections are "Business Services," "Design/Construction" and "Healing Arts."

This report captures only a portion of the workload of the regulatory entities. For additional information about DCA and its programs, please visit the Department's Web site at www.dca.ca.gov.

The Department submits to the Governor and the Legislature the following Annual Statistical Profile.

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<i>Behavioral Sciences</i>	<i>Hearing Aid Dispensers</i>	<i>Outpatient Settings</i>	<i>Psychiatric Technicians and</i>	<i>Speech-Language Pathology</i>
<i>Dental Auxiliaries</i>	<i>Midwifery</i>	<i>Pharmacy</i>	<i>Vocational Nurses</i>	<i>& Audiology</i>
<i>Dentists</i>	<i>Occupational Therapy</i>	<i>Physical Therapy</i>	<i>Psychologists</i>	<i>Telephone Medical Advice</i>
<i>Dispensing Opticians</i>	<i>Optometry</i>	<i>Physician Assistants</i>	<i>Registered Nursing</i>	<i>Veterinary Medicine</i>
		<i>Physicians & Surgeons</i>	<i>Research Psychoanalysts</i>	<i>Veterinary Technicians</i>

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Overview

DEPARTMENT OVERVIEW							
FISCAL YEAR 2001-2002	No. Board Members	Authorized Civil Service Positions	No. Exempt Employees	No. Field Offices	No. License Classes	Annual Budget FY 02-03	Expenditures FY 01-02
Programs/Divisions***							
Arbitration Certification	0	7.0	0.0	-	0	\$877,000	791,953
Administrative & Information Services Division	n/a	437.0	13.0	-	n/a	\$37,187,000	\$38,134,755
Communication & Education Division	0	14.0	1.0	-	0	\$1,341,236	\$495,618
Consumer Relations & Outreach Division	0	141.0	0.0	3	n/a	\$9,355,000	\$9,099,750
Division of Investigations	0	82.7	0.0	8	0	\$6,518,000	\$5,605,857
Office of Privacy Protection	0	7.5	0.0	1	0	\$988,000	\$754,889
Nursing Home Administrators**	0	2.5	0.0	-	1	\$0	\$220,907
Business Services Agencies							
Accountancy	11	63.0	1	0	5	\$11,120,200	\$9,580,706
Athletic Commission	7	9.1	1	1	12	\$852,000	\$1,017,814
Automotive Repair***	13	647.7	4.0	11	5	\$116,244,000	\$125,479,763
Barbering & Cosmetology***	6	74.0	0.0	2	9	\$11,634,000	\$10,899,672
Cemetery & Funeral***	0	23.2	0.0	-	11	\$2,768,000	\$2,278,215
Court Reporters	5	3.5	1	0	1	\$667,000	\$673,958
Electronic & Appliance Repair***	0	15.5	0.0	-	5	\$1,649,000	\$1,661,072
Home Furnishings & Thermal Insulation***	0	33.1	1.0	-	10	\$3,522,000	\$2,956,052
Security & Investigative Services***		44.9	1.0	1	23	\$9,347,672	\$8,925,531
Private Postsecondary & Vocational Education***	18	70.0	1.0	1	5	\$7,015,000	\$6,991,269
Design / Construction Agencies							
Architectural Examiners	10	21.5	1	0	1	\$2,803,000	\$2,646,625
Landscape Architects	5	4.0	0	0	1	\$662,000	\$578,220
Contractors	15	470.0	1	15	42	\$49,267,000	\$50,263,211
Engineers and Land Surveyors	13	37.5	1	0	18	\$7,490,000	\$7,467,722
Geologists and Geophysicists	7	6.0	1	0	4	\$1,106,000	\$849,848
Structural Pest Control	7	29.5	1	0	7	\$3,671,000	\$3,450,305

(Chart continued on next page)

Overview

DEPARTMENT OVERVIEW (continued)							
FISCAL YEAR 2001-2002	No. Board Members	Authorized Civil Service Positions	No. Exempt Employees	No. Field Offices	No. License Classes	Annual Budget FY 02-03	Expenditures FY 01-02
Healing Arts Agencies							
Acupuncture	9	8.0	1	0	1	\$1,982,000	\$1,801,372
Behavioral Sciences	11	31.0	1	0	7	\$5,157,000	\$4,595,321
Dental Auxiliaries	9	7.5	1	0	5	\$1,743,000	\$1,540,605
Dental Examiners	14	47.3	1	1	1	\$7,031,000	\$7,018,223
Dispensing Opticians **	n/a	1.0	0	0	4	\$289,000	\$238,426
Guide Dogs for the Blind	7	0.5	1	0	3	\$136,000	\$113,224
Hearing Aid Dispensers***	7	2.7	1.0	-	4	\$593,000	\$618,456
Occupational Therapy	7	5.0	1	0	2	\$999,000	\$325,557
Osteopathic Medical Board	7	3.0	1	0	2	\$1,015,000	\$927,595
Optometry	9	6.0	1	0	3	\$1,154,000	\$1,134,820
Outpatient Settings **	n/a	0.0	0	0	1	\$24,000	\$0
Pharmacy	11	51.5	1	0	11	\$7,732,000	\$7,512,062
Physical Therapy	7	8.5	1	0	2	\$2,580,000	\$2,213,929
Physician Assistant	9	4.3	1	0	1	\$927,000	\$848,113
Physicians and Surgeons **	19	296.6	1	12	2	\$38,739,000	\$38,685,376
Podiatric Medicine	7	4.0	1	0	3	\$1,085,000	\$952,130
Psychology	9	12.0	1	0	3	\$3,237,000	\$3,129,928
Registered Nursing	9	94.0	1	1	1	\$18,342,000	\$15,057,977
Respiratory Care	9	22.4	1	0	1	\$2,815,000	\$2,646,624
Speech-Language Pathology and Audiology	8	5.0	0	1	8	\$539,000	\$587,743
Telephone Medical Advice Services***	0	1.0	0.0	-	1	\$140,000	\$78,629
Veterinary Medicine and Veterinary Technicians	7	9.6	1	0	6	\$1,771,000	\$1,871,042
Vocational Nursing	11	31.0	1	0	1	\$4,432,000	\$4,315,001
Psychiatric Technicians	n/a	5.8	0	0	1	\$1,228,000	\$1,067,483
Department TOTALS	303.0	2,901.9	48.0	58.0	234.0	\$389,774,108	\$388,103,348

* Endnote appears at the end of the report

** Program overseen by the Medical Board of California

*** Bureaus, Programs and Divisions under the Director's authority

n/a - Not applicable

Departmental Consumer Assistance Agencies

CONSUMER INFORMATION CENTER							
Call Center Actions by Category							
CLIENT	GENERAL INQUIRIES	LICENSING	COMPLAINT-RELATED	SUB-TOTAL PROGRAM ACTION	*CALLS NOT QUALIFIED	**LANGUAGE LINE	TOTAL PROGRAM ACTIONS
Acupuncture	385	0	28	413	50	2	465
Automotive Repair	364,334	66,292	52,245	482,871	58,368	2,408	543,647
Barbering & Cosmetology	130,495	12,712	2,663	145,870	17,632	727	164,229
Cemetery and Funeral	1,868	113	1,230	3,211	388	16	3,615
Electronic and Appliance Repair	1,193	154	2,382	3,729	451	19	4,199
Hearing Aid Dispensers	199	52	251	502	61	3	566
Home Furnishing and Thermal Insulation	769	892	1,121	2,782	336	14	3,132
Respiratory Care	197	10	13	220	27	1	248
Security and Investigative Services	156,672	2,425	5,323	164,420	19,875	820	185,115
Arbitration Certification Program	4,350	0	209	4,559	551	23	5,133
Office of Privacy Protection	1,215	0	0	1,215	147	6	1,368
General/Non-Board, Non Bureau	174,283	219	492	174,994	54,153	873	230,020
TOTAL CENTER ACTIONS	835,960	82,869	65,957	984,786	152,039	4,912	1,141,737

* ** Endnotes appear at the end of the report

Departmental Consumer Assistance Agencies

CONSUMER ASSISTANCE PROGRAM													
Fiscal Year 2001-2002	Program Participation						Cost			Total Estimated Annual Emissions Reductions			
	Applica- tions Received	Applica- tions Denied	Applica- tions Pending	Total Number of Gross Polluters	Total Vehicles Repaired / Retired	Total Stations / Dismantlers Participating	Average State Repair/Re- tirement Cost	Average Consumer Repair Cost	Total Average Repair Cost	CO (in tons per year)	HC (in tons per year)	NOx (in tons per year)	Total
a. Repair Assistance	32,009	6,356	2,592	8,584	20,750	323	\$ 326.88	\$ 72.93	\$ 328.13	2,421.0	165.8	92.8	2,679.6
b. Vehicle Retirement	23,841	5,105	N/A ⁽¹⁾	9,369	14,594	29	\$1098 ⁽²⁾	N/A	N/A	4,488.5	570.2	122.3	5,181.0

(1) (2) Endnotes appear at the end of the report

n/a - Not applicable

Business Services Agencies

FISCAL YEAR 2001-2002	LICENSES & REGISTRATIONS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES/ REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES/ REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES/ REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL
Accountancy	2,727	1	2,228	41,001	26,988	28,701	22,038	*	n/a	n/a
Athletic Commission	2,030	*157	1,873	1,873	n/a	n/a	*850	100%	100%	100%
Automotive Repair/Smog Check	9,228	169	*15,525	63,092	13,070	44,247	9,724	*82%	n/a	n/a
Barbering & Cosmetology	41,586	131	19,786	254,834	71,084	160,294	31,080	70%	n/a	78%
Cemetery & Funeral	2,311	12	1,989	10,230	n/a	7,356	468	52%	n/a	n/a
Court Reporters	183	2	181	7,932	n/a	7,932	524	62%	n/a	35%
Electronic & Appliance Repair	1,158	0	1,216	11,182	540	9,957	n/a	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	2,104	0	2,222	19,530	946	8,149	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education*	1,506	25	1,217	3,070	NDA	6,467	n/a	n/a	n/a	n/a
Security & Investigative Services	63,737	4,216	49,606	260,637	*42,482	55,334	881	79%	n/a	n/a
TOTALS	126,570	4,713	95,843	673,381	155,110	328,437	65,565			

FISCAL YEAR 2001-2002	CERTIFICATES & PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTS/PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES/ PERMITS	TOTAL INACTIVE CERTIFICATES/ PERMITS	CERTIFICATES/ PERMITS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL
Accountancy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Athletic Commission	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair/Smog Check	*275	*150	*235	2,986	364	n/a	n/a	n/a	n/a	n/a
Barbering & Cosmetology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cemetery & Funeral *	274	0	269	429	n/a	n/a	n/a		n/a	n/a
Court Reporters	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Electronic & Appliance Repair	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education	10,600	6	10,594	15,600	n/a	2,400	n/a	n/a	n/a	n/a
Security & Investigative Services	7,684	197	7,152	26,937	5,885	8,292	165	50%	n/a	n/a
TOTALS	18,833	353	18,250	45,952	6,249	10,692	165			

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Business Services Agencies

FINGERPRINTS		
FISCAL YEAR 2001-2002	YES or NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Accountancy	*Yes	80
Athletic Commission	*Yes	5
Automotive Repair/Smog Check	No	n/a
Barbering & Cosmetology	No	n/a
Cemetery & Funeral	*Yes	108
Court Reporters	Yes	7
Electronic & Appliance Repair	Yes	22
Home Furnishings & Thermal Insulation	No	n/a
Private Postsecondary & Vocational Education	Yes	35
Security & Investigative Services	Yes	NDA
TOTALS		257

APPROVALS/ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2001-2002	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Accountancy	n/a	*17	60
Athletic Commission	n/a	n/a	n/a
Automotive Repair/Smog Check	90	n/a	*52
Barbering & Cosmetology	207	25	0
Cemetery & Funeral	n/a	n/a	n/a
Court Reporters	18	n/a	n/a
Electronic & Appliance Repair	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	n/a	n/a	n/a
Private Postsecondary & Vocational Education	1,172	NDA	NDA
Security & Investigative Services	n/a	n/a	n/a
TOTALS	1,487	42	112

COMPLAINTS RECEIVED, BY SOURCE						
FISCAL YEAR 2001-2002	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B&P CODE SECTION 800	PROFESSION	INTERNAL / OTHER	TOTAL COMPLAINTS RECEIVED
Accountancy	285	19	n/a	15	173	492
Athletic Commission	*108	0	0	54	*0	162
Automotive Repair/Smog Check	24,075	1	1	15	*16	24,108
Barbering & Cosmetology	1,483	27	n/a	79	2,013	3,602
Cemetery & Funeral	543	14	n/a	27	323	907
Court Reporters	63	16		6	24	109
Electronic & Appliance Repair	1,020	3	0	0	59	1,082
Home Furnishings & Thermal Insulation	641	0	0	0	43	684
Private Postsecondary & Vocational Education	974	0	0	0	0	974
Security & Investigative Services	917	66	0	200	2,336	3,519
TOTALS	30,109	146	1	396	4,987	35,639

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Business Services Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION													
FISCAL YEAR 2001-2002	COMPLAINTS CLOSED, BY CATEGORY											TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING
	CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	SEXUAL MISCONDUCT	UNLICENSED/ UNREGISTERED	NON- JURISDICTIONAL	OTHER		
Accountancy	0	2	27	2	71	0	n/a	0	138	7	48	295	198
Athletic Commission	0	0	0	0	9	0	108	0	54	0	0	7	2
Automotive Repair/Smog Check	3,563	2,802	11,872	142	3		3,578		*1,079	7	33	23,081	3,834
Barbering & Cosmetology	0	185	139	25	5	398	513	49	575	125	284	2,298	2,807
Cemetery & Funeral	170	10	54	3	257	12	10	1	14	18	117	666	822
Court Reporters	4	0	0	16	57	0	0	0	15	1		93	16
Electronic & Appliance Repair	348	37	264	45	5	6	2	0	24	11	14	756	185
Home Furnishings & Thermal Insulation	273	18	30	48	0	0	10	0	8	31	0	418	225
Private Postsecondary & Vocational Education	0	121	11	0	12	0	9	3	299	73	296	824	0
Security & Investigative Services	0	17	15	0	37	0	0	0	6	14	198	287	63
TOTALS	4,358	3,192	12,412	281	456	416	4,230	53	2,212	287	990	28,725	8,152

INFORMAL ACTIONS				
FISCAL YEAR 2001-2002	WARNING/ CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE/ INFORMAL HEARING	REPRIMAND/VIOLATION/ EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Accountancy	67	33	16	116
Athletic Commission	35	0	0	35
Automotive Repair/Smog Check	3,767	649	9,547	13,963
Barbering & Cosmetology	767	n/a	427	1,194
Cemetery & Funeral	*115	18	*0	133
Court Reporters	13	6	0	19
Electronic & Appliance Repair	n/a	3	1,236	1,239
Home Furnishings & Thermal Insulation	317	0	211	528
Private Postsecondary & Vocational Education	2	0	0	2
Security & Investigative Services	599	519	595	1,713
TOTALS	5,682	1,228	12,032	18,942

* Endnotes appear at the end of the report n/a - Not applicable

Business Services Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED	
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE/ QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	SEXUAL MISCONDUCT	UNLICENSED/ UNREGISTERED	OTHER			REFERRED TO AG	REFERRED TO DA/CA
Accountancy	4	*	*	*	*	*	*	*	*	*	*	0	5	*	1
Athletic Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive Repair/Smog Check	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Barbering & Cosmetology	86	0	6	26	0	0	1	4	4	28	0	69	86	151	23
Cemetery & Funeral	2	2	0	0	0	0	0	0	0	0	0	2	1	1	1
Court Reporters	*6	0	0	0	0	5	0	0	0	0	0	5	1	5	0
Electronic & Appliance Repair	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0
Private Postsecondary & Vocational Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security & Investigative Services	19	0	2	0	0	3	0	0	0	2	1	8	11	1	3
TOTALS	117	2	8	26	0	8	1	4	4	30	1	84	104	158	28

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED	
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE/ QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH & SAFETY	SEXUAL MISCONDUCT	UNLICENSED/ UNREGISTERED	OTHER			REFERRED TO AG	REFERRED TO DA/CA
Accountancy	164	0	2	22	1	70	0	0	0	28	11	134	80	28	0
Athletic Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive Repair/Smog Check	*1,960		447	838	0	0	0	0	0	50	490	*1,825	534	248	189
Barbering & Cosmetology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cemetery & Funeral	754	57	10	52	0	197	11	10	1	9	82	429	745	9	0
Court Reporters	18	0	0	0	12	0	0	0	0	0	0	12	6	0	1
Electronic & Appliance Repair	340	50	53	126	27	3	4	5	0	59	13	340	89	5	7
Home Furnishings & Thermal Insulation	54	5	7	1	5	0	0	12	0	24	0	54	27	0	0
Private Postsecondary & Vocational Education	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Security & Investigative Services	3,842	308	93	52	2	556	1,810	19	0	530	33	3,403	789	107	3
TOTALS	7,133	420	612	1,091	47	826	1,825	46	1	701	629	6,198	2,270	397	200

* Endnotes appear at the end of the report n/a - Not applicable

Business Services Agencies

FISCAL YEAR 2001-2002	ACTIONS FILED					
	ACCUSATIONS/ PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS/ INTERIM SUSPENSION ORDERS ISSUED
Accountancy	19	2	38	0	1	0
Athletic Commission	0	0	0	0	0	0
Automotive Repair/Smog Check	521	102	*1,220	177	25	0
Barbering & Cosmetology	60	47	n/a	14	0	0
Cemetery and Funeral	9	3	*NDA	1	0	1
Court Reporters	2	3	18	0	1	0
Electronic & Appliance Repair	1	1	26	2	0	0
Home Furnishings & Thermal Insulation	0	0	16	0	0	0
Private Postsecondary & Vocational Education	7	4	1	0	0	0
Security & Investigative Services	687	28	51	1	0	0
TOTALS	1,306	190	1,370	195	27	1

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Business Services Agencies

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2001-2002	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN/ DISMISSED
Accountancy	4	0	3	0	4	n/a	3	0	2
Athletic Commission	*6	*22	0	*393	0	0	26	0	6
Automotive Repair/Smog Check	337	0	251	3	38	1	86	0	63
Barbering & Cosmetology	33	6	32	1	0	0	10	0	24
Cemetery & Funeral	3	0	0	0	0	0	2	0	0
Court Reporters	2	0	2	0	0	0	0	0	1
Electronic & Appliance Repair	1	1	0	0	0	n/a	0	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	0	n/a	0	0	0
Private Postsecondary & Vocational Education	0	0	0	2	0	0	7	0	0
Security & Investigative Services	927	1	8	1	24	1	11	43	88
TOTALS	1,313	30	296	400	66	2	145	43	184

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2001-2002	PETITIONS FOR MODIFICATION/ TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES/REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Accountancy	0	0	1	4
Athletic Commission	0	0	0	0
Automotive Repair/Smog Check*	0	0	26	16
Barbering & Cosmetology	0	0	2	3
Cemetery & Funeral	0	0	0	0
Court Reporters	0	0	0	0
Electronic & Appliance Repair	0	0	0	0
Home Furnishings & Thermal Insulation	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education	n/a	n/a	n/a	n/a
Security & Investigative Services	1	0	0	0
TOTALS	1	0	29	23

INSPECTION DATA				
FISCAL YEAR 2001-2002	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Accountancy	n/a	n/a	n/a	n/a
Athletic Commission	*201	*3	3	0
Automotive Repair/Smog Check	*30,573	1,167	4,498*	*74
Barbering & Cosmetology	10,006	*n/a	*12,539	*14,519
Cemetery & Funeral	449	n/a	NDA	*196
Court Reporters	n/a	n/a	n/a	n/a
Electronic & Appliance Repair	262	NDA	NDA	n/a
Home Furnishings & Thermal Insulation	2,056	603	NDA	n/a
Private Postsecondary & Vocational Education	1	NDA	NDA	1
Security & Investigative Services	293	0	NDA	10
TOTALS	43,841	1,773	17,040	14,800

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Business Services Agencies

MONETARY SAVINGS/COST RECOVERIES/RESTITUTIONS						
FISCAL YEAR 2001-2002	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Accountancy	\$0	\$0	\$0	\$0	\$47,037	\$0
Athletic Commission	n/a	n/a	n/a	n/a	n/a	n/a
Automotive Repair/Smog Check	\$2,637,707	\$1,697,096	\$1,011,925	\$5,346,728	*\$1,656,698	*\$823,669
Barbering & Cosmetology	n/a	n/a	n/a	\$0	\$119,640	\$0
Cemetery & Funeral	\$53,695	\$3,953	\$15,874	\$73,522	\$0	* \$155,258
Court Reporters	\$185	\$0	\$0	\$185	\$4,521	\$0
Electronic & Appliance Repair	\$85,316	\$22,839	\$55,685	\$163,840	\$0	\$0
Home Furnishings & Thermal Insulation	\$47,856	\$28,806	\$33,792	\$110,454	\$0	\$0
Private Postsecondary & Vocational Education	n/a	NDA	NDA	\$0	n/a	n/a
Security & Investigative Services	\$20,282	\$441	\$37,407	\$58,130	\$64,034	\$0
TOTALS	\$2,845,041	\$1,753,135	\$1,154,683	\$5,752,859	\$1,891,930	\$978,927

* Endnotes appear at the end of the report n/a - Not applicable

Design/Construction Agencies

FISCAL YEAR 2001-2002	LICENSES & REGISTRATIONS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES / REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES / REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES / REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Architects	449	1	449	*21,275	* 5,270	*11,283	*6,125	*71%	52%	n/a
Contractors	35,722	755	20,575	223,945	64,296	104,754	49,725	55%	n/a	n/a
Engineers & Land Surveyors	*6,623	0	*2,526	85,313	42,834	21,103	17,762	*44%	n/a	n/a
Geologists & Geophysicists	183	0	183	4,681	n/a	2,166	437	44%	n/a	n/a
Landscape Architects*	108	0	108	2,954	186	1,473	1,204	*56%	n/a	*46%
Structural Pest Control	13,200	14	4,742	25,559	1,504	3,257	11,632	*49%	n/a	n/a
TOTALS	56,285	770	28,583	363,727	114,090	144,036	86,885			

FISCAL YEAR 2001-2002	CERTIFICATES & PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTS / PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES / PERMITS	TOTAL INACTIVE CERTIFICATES / PERMITS	CERTIFICATES / PERMITS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Architects	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Contractors	18,076	0	18,706	143,201	18,420	n/a	n/a	n/a	n/a	n/a
Engineers & Land Surveyors	*4,858	0	*2,849	14,197	769	1,301	8,592	*32%	n/a	n/a
Geologists & Geophysicists	89	0	89	2,300	n/a	1,059	205	48%	n/a	n/a
Landscape Architects	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Structural Pest Control	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS	23,023	0	21,644	159,698	19,189	2,360	8,797			

* Endnotes appear at the end of the report n/a - Not applicable

Design/Construction Agencies

FINGERPRINTS		
FISCAL YEAR 2001-2002	YES OR NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Architects	No	n/a
Contractors	No	n/a
Engineers & Land Surveyors	No	n/a
Geologists & Geophysicists	No	n/a
Landscape Architects	No	n/a
Structural Pest Control	Yes	*148
TOTALS		148

APPROVALS / ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2001-2002	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Architects	n/a	n/a	n/a
Contractors	n/a	n/a	n/a
Engineers & Land Surveyors	n/a	n/a	n/a
Geologists & Geophysicists	n/a	n/a	n/a
Landscape Architects	2	n/a	n/a
Structural Pest Control	9	NDA	2,660
TOTALS	11	0	2,660

COMPLAINTS RECEIVED, BY SOURCE					
FISCAL YEAR 2001-2002	PUBLIC	GOVERNMENT / LAW ENFORCEMENT	PROFESSION	INTERNAL / OTHER	TOTAL COMPLAINTS RECEIVED
Architects	194	3	73	50	320
Contractors	17,755	61	562	7,386	25,764
Engineers & Land Surveyors	122	45	43	118	328
Geologists & Geophysicists	6	8	11	1	26
Landscape Architects	25	4	5	5	39
Structural Pest Control	1,762	4	98	7	1,871
TOTALS	19,864	125	792	7,567	28,348

* Endnote appears at the end of the report n/a - Not applicable NDA - No data available

Design/Construction Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION												
FISCAL YEAR 2001-2002	COMPLAINTS CLOSED, BY CATEGORY										TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING
	CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT / SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH & SAFETY	UNLICENSED / UNREGISTERED	NON-JURISDICTIONAL	OTHER		
Architects	1	2	2	0	28	3	0	166	3	1	206	328
Contractors	265	204	4,718	0	2,484	8	310	2,167	1,414	1,183	12,753	7,590
Engineers & Land Surveyors	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a
Geologists & Geophysicists	1	0	1	0	2	0	0	6	6	5	21	63
Landscape Architects	0	0	1	0	0	0	0	17	0	0	18	35
Structural Pest Control	1,069	3	197	n/a	n/a	NDA	1	27	65	5	1,367	513
TOTALS	1,336	209	4,919	0	2,514	11	311	2,383	1,488	1,194	14,365	8,529

INFORMAL ACTIONS				
FISCAL YEAR 2001-2002	WARNING / CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE / INFORMAL HEARING	REPRIMAND / VIOLATION / EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Architects	120	8	22	150
Contractors	4,617	n/a	n/a	4,617
Engineers & Land Surveyors	9	7	n/a	16
Geologists & Geophysicists	4	9	3	16
Landscape Architects	1	1	0	2
Structural Pest Control	13	n/a	1	14
TOTALS	4,764	25	26	4,815

n/a - Not applicable NDA - No data available

Design/Construction Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA / CA
		CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT/ SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH & SAFETY	UNLICENSED / UNREGISTERED	NON- JURISDICTIONAL	OTHER				
Architects	*3	0	0	0	0	0	0	0	4	0	0	4	4	0	0
Contractors	12,935	140	414	5,184	0	2,432	160	212	3,365	250	2,143	14,300	7,590	3,037	996
Engineers & Land Surveyors	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Geologists & Geophysicists	0	0	0	1	0	0	0	0	4	0	0	5	1	0	0
Landscape Architects	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Structural Pest Control	6	0	0	0	N/A	N/A	NDA	0	6	0	0	6	1	0	1
TOTALS	12,944	140	414	5,185	0	2,432	160	212	3,379	250	2,143	14,315	7,596	3,038	997

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA / CA
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT / SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH & SAFETY	UNLICENSED / UNREGISTERED	NON- JURISDICTIONAL	OTHER				
Architects	79	2	1	2	0	47	0	0	7	2	0	61	96	2	0
Contractors	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Engineers & Land Surveyors	*328	16	11	65	n/a	n/a	0	n/a	90	0	83	*265	*323	19	*6
Geologists & Geophysicists	26	0	0	2	0	0	0	0	8	0	0	10	1	1	0
Landscape Architects	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Structural Pest Control	491	390	3	64	n/a	n/a	NDA	1	13	0	1	472	373	33	0
TOTALS	924	408	15	133	0	47	0	1	118	2	84	808	793	55	6

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Design/Construction Agencies

ACTIONS FILED						
FISCAL YEAR 2001-2002	ACCUSATIONS / PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS / INTERIM SUSPENSION ORDERS ISSUED
Architects	0	1	21	0	0	0
Contractors	263	100	2,214	996	n/a	0
Engineers & Land Surveyors	29	0	37	6	n/a	0
Geologists & Geophysicists	1	0	10	3	0	0
Landscape Architects	0	0	1	0	0	0
Structural Pest Control	25	12	45	0	0	0
TOTALS	318	113	2,328	1,005	0	0

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2001-2002	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN / DISMISSED
Architects	0	0	0	0	0	0	0	*0	0
Contractors	628	n/a	n/a	644	n/a	n/a	33	n/a	4
Engineers & Land Surveyors	3	1	3	1	7	1	0	2	5
Geologists & Geophysicists	0	1	0	0	0	0	0	3	2
Landscape Architects	0	0	0	0	0	0	0	0	0
Structural Pest Control	32	0	15	1	0	n/a	5	0	0
TOTALS	663	2	18	646	7	1	38	5	11

* Endnote appears at the end of the report n/a - Not applicable

Design/Construction Agencies

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2001-2002	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Architects	0	1	0	1
Contractors	n/a	n/a	n/a	n/a
Engineers & Land Surveyors	0	0	1	0
Geologists & Geophysicists	0	0	0	1
Landscape Architects	0	0	0	0
Structural Pest Control	0	0	0	4
TOTALS	0	1	1	6

INSPECTION DATA				
FISCAL YEAR 2001-2002	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Architects	n/a	n/a	n/a	n/a
Contractors	n/a	n/a	n/a	n/a
Engineers & Land Surveyors	n/a	n/a	n/a	n/a
Geologists & Geophysicists	n/a	n/a	n/a	n/a
Landscape Architects	0	0	0	0
Structural Pest Control	*23	1	1	0
TOTALS	23	1	1	0

MONETARY SAVINGS / COST RECOVERIES / RESTITUTIONS						
FISCAL YEAR 2001-2002	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED / PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Architects	\$1,060	\$0	\$655	\$1,715	\$0	\$0
Contractors	\$33,702,617	n/a	n/a	\$33,702,617	\$571,471	n/a
Engineers & Land Surveyors	NDA	NDA	NDA	\$0	\$73,520	\$8,600
Geologists & Geophysicists	\$0	\$0	\$1,000	\$1,000	\$42,400	\$0
Landscape Architects	\$0	\$0	\$0	\$0	\$0	\$0
Structural Pest Control*	\$221,231	\$321,567	N/A	\$542,798	\$65,278	\$26,025
TOTALS	\$33,924,908	\$321,567	\$1,655	\$34,248,130	\$752,669	\$34,625

* Endnotes appear at the end of the report n/a - Not applicable NDA - No data available

Healing Arts Agencies

FISCAL YEAR 2001-2002	LICENSES AND REGISTRATIONS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES / REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES / REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES / REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Acupuncture	894	11	592	6,022	1,245	2,610	643	51%	n/a	n/a
Behavioral Sciences *	5,811	9	5,016	56,406	15,649	31,577	6,154	59%	46%	n/a
Dental Auxiliaries	*4,884	n/a	2,762	46,378	13,103	23,946	8,259	68%	n/a	48%
Dental Board	1,249	6	1,306	30,215	6,919	14,694	1,905	n/a	n/a	73%
Guide Dogs for the Blind	0	0	0	89	0	89	11	100%	0%	0%
Hearing Aid Dispensers	351	0	318	1,959	91	2,014	314	60%	na/	61%
Midwifery **	26	0	10	120	20	50	*n/a	n/a*	n/a*	n/a*
Occupational Therapy	1,957	0	878	878	0	0	n/a	n/a	n/a	n/a
Optometry	218	0	257	6,054	20	2,979	3,361	80%	n/a	92%
Osteopathic Medical Board	295	0	256	2,659	743	1,459	4	n/a	98%	98%
Outpatient Settings **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pharmacy	8,332	33	6,566	69,665	2,213	33,721	1,692	53%	n/a	n/a
Physical Therapy	1,735	2	1,312	22,119	3,124	10,308	*1,625	*64%	n/a	n/a
Physician Assistant	538	4	824	4,624	550	1,747	*n/a	n/a	n/a	n/a
Physicians/Surgeons **	5,219	8	4,920	112,273	37,669	53,986	n/a	n/a	n/a	n/a
Podiatric Medicine	*87	1	*130	*1,977	379	**960	100	n/a	78%	n/a
Psychiatric Technician	484	8	384	9,305	541	4,556	750	52%	n/a	n/a
Psychology *	1,987	*27	1,940	15,748	*1,069	7,988	*1,572	*88%	n/a	n/a
Registered Dispensing Opticians**	345	0	253	3,374	1,835	1,538	n/a	n/a	n/a	n/a
Registered Nursing	32,368	42	18,488	268,407	75,269	132,550	17,623	47%	na	na
Research Psychoanalysts **	1	0	2	70	17	*65	n/a	n/a	n/a	n/a
Respiratory Care	629	12	471	16,044	799	6,862	769	48%	n/a	n/a
Speech-Language Pathology & Audiology	870	6	*577	10,949	2,704	4,567	n/a	n/a	n/a	n/a
Telephone Medical Advice Service	6	0	9	38	0	0	n/a	n/a	n/a	n/a
Veterinary Medicine	759	4	*446	*8,772	2,877	4,235	*1,107	*	n/a	n/a
Veterinary Technicians	0	0	0	0	0	0	0	0%	0%	0%
Vocational Nurse	5,788	34	4,364	*65,975	*5,020	30,400	6,982	54%	n/a	n/a
TOTAL	74,833	207	52,081	760,120	171,856	372,901	52,871			

* Endnotes appear at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

Healing Arts Agencies

FISCAL YEAR 2001-2002	CERTIFICATES & PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTS / PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES / PERMITS	TOTAL INACTIVE CERTIFICATES / PERMITS	CERTIFICATES / PERMITS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Acupuncture	9	0	9	30	n/a	15	n/a	n/a	n/a	n/a
Behavioral Sciences	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dental Auxiliaries	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dental Board	983	5	1,000	6,156	0	2,852	n/a	n/a	n/a	n/a
Guide Dogs for the Blind	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearing Aid Dispensers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Midwifery **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Occupational Therapy	267	0	105	105	0	0	n/a	n/a	n/a	n/a
Optometry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Osteopathic Medical Board	66	1	65	213	0	174	n/a	n/a	n/a	n/a
Outpatient Settings **	0	0	0	*4	0	0	n/a	n/a	n/a	n/a
Pharmacy	1,535	1	1,650	3,674	0	0	n/a	0%	0%	0%
Physical Therapy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Physician Assistant	*206	0	*193	*5	n/a	n/a	n/a	na/	na/	n/a
Physicians/Surgeons **	1,378	0	1,003	8,692	2,448	3,505	n/a	n/a	n/a	n/a
Podiatric Medicine	29	0	*22	373	199	153	n/a	n/a	n/a	n/a
Psychiatric Technician	2	0	*2	NDA	n/a	n/a	n/a	n/a	n/a	n/a
Psychology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Registered Dispensing Opticians**	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Registered Nursing	20,537	0	19,419	64,689	9,668	5,022	na	na	na	na
Research Psychoanalysts **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Respiratory Care	*n/a	*n/a	573	*527	*n/a	n/a	n/a	n/a	n/a	n/a
Speech-Language Pathology & Audiology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Telephone Medical Advice Service	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medicine	108	1	107	2,536	237	2,603	n/a	n/a	n/a	n/a
Veterinary Technicians	526	2	210	3,648	1,449	1,768	526	47%	n/a	n/a
Vocational Nurse	2,255	0	*2,255	NDA	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS	27,901	10	26,613	90,652	14,001	16,092	526			

* Endnotes appear at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

NDA - No data available

Healing Arts Agencies

FINGERPRINTS		
FISCAL YEAR 2001-2002	YES OR NO	NUMBER OF CRIMINAL RECORDS RECEIVED
Acupuncture	Yes	17
Behavioral Sciences	Yes	96
Dental Auxiliaries	Yes	228
Dental Board	Yes	7
Guide Dogs for the Blind	Yes	0
Hearing Aid Dispensers	Yes	NDA
Midwifery **	Yes	NDA
Occupational Therapy	Yes	17
Optometry	Yes	2
Osteopathic Medical Board	Yes	11
Outpatient Settings **	No	n/a
Pharmacy	Yes	209
Physical Therapy	Yes	87
Physician Assistant	Yes	17
Physicians/Surgeons **	Yes	NDA
Podiatric Medicine	Yes	2
Psychiatric Technician	Yes	*99
Psychology	Yes	20
Registered Dispensing Opticians **	*Yes	*NDA
Registered Nursing	Yes	*634
Research Psychoanalysts **	Yes	0
Respiratory Care	Yes	75
Speech-Language Pathology & Audiology	Yes	NDA
Telephone Medical Advice Service	No	n/a
Veterinary Medicine	Yes	NDA
Veterinary Technicians	Yes	NDA
Vocational Nurse	Yes	446
TOTALS		1,967

APPROVALS / ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2001-2002	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS / ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Acupuncture	4	249	0
Behavioral Sciences	87	1,878	645
Dental Auxiliaries	69	0	0
Dental Board	0	957	7
Guide Dogs for the Blind	3	0	0
Hearing Aid Dispensers	0	187	1,959
Midwifery **	n/a	NDA	8
Occupational Therapy	NDA	n/a	n/a
Optometry	792	94	40
Osteopathic Medical Board	n/a	n/a	n/a
Outpatient Settings **	n/a	n/a	n/a
Pharmacy	99	n/a	75
Physical Therapy	*39	n/a	n/a
Physician Assistant	*9	n/a	n/a
Physicians/Surgeons **	n/a	n/a	757
Podiatric Medicine	7	NDA	5
Psychiatric Technician	14	1	220
Psychology	n/a	524	6,814
Registered Dispensing Opticians**	n/a	n/a	n/a
Registered Nursing	24	3,358	2,260
Research Psychoanalysts **	n/a	n/a	n/a
Respiratory Care	641	n/a	196
Speech-Language Pathology & Audiology	7	118	0
Telephone Medical Advice Service	n/a	n/a	n/a
Veterinary Medicine	n/a	NDA	*81
Veterinary Technicians	4	n/a	n/a
Vocational Nurse	104	31	1,102
TOTALS	1,903	7,397	14,169

* Endnotes appear at the end of the report ** Program overseen by the Medical Board of California n/a - Not applicable NDA - No data available

Healing Arts Agencies

COMPLAINTS RECEIVED BY SOURCE						
FISCAL YEAR 2001-2002	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B&P CODE SECTION 800	PROFESSION	INTERNAL/ OTHER	TOTAL COMPLAINTS RECEIVED
Acupuncture	62	62	0	16	24	164
Behavioral Sciences	393	33	2	3	457	888
Dental Auxiliaries	0	0	0	0	0	0
Dental Board	1,971	392	277	81	457	3,178
Guide Dogs for the Blind	20	0	0	0	0	20
Hearing Aid Dispensers	68	0	0	56	*6	130
Midwifery **	4	1	0	1	0	6
Occupational Therapy	7	13	0	1	27	48
Optometry	110	17	6	2	77	212
Osteopathic Medical Board	107	19	27	10	21	184
Outpatient Settings **	0	0	0	0	0	0
Pharmacy	515	240	0	226	*1,247	2,228
Physical Therapy	119	8	n/a	13	142	282
Physician Assistant	74	23	9	3	36	145
Physicians/Surgeons **	7,276	1,996	1,454	264	228	11,218
Podiatric Medicine	128	32	22	15	29	226
Psychiatric Technician	104	5	0	0	95	204
Psychology	407	14	3	35	116	575
Registered Dispensing Opticians**	47	9	0	25	13	94
Registered Nursing	249	135	27	492	638	1,541
Research Psychoanalysts **	0	0	0	0	0	0
Respiratory Care	87	78	0	156	147	468
Speech-Language Pathology & Audiology	11	6	0	9	18	44
Telephone Medical Advice Service	3	0	0	0	0	3
Veterinary Medicine	518	11	6	61	82	678
Veterinary Technicians	1	2	0	1	0	4
Vocational Nurse	329	48	0	2	327	706
TOTALS	12,610	3,144	1,833	1,472	4,187	23,246

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** Program overseen by the Medical Board of California

n/a - Not applicable

Healing Arts Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION															
FISCAL YEAR 2001-2002	COMPLAINTS CLOSED, BY CATEGORY												TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING	
	CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLIGENCE / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER			
Acupuncture	26	4	0	1	5	8	54	1	24	4	0	1	128	118	
Behavioral Sciences	408	3	0	0	35	11	227	6	41	0	159	2	892	149	
Dental Auxiliaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dental Board	288	111	0	7	1,520	2	286	0	19	25	328	15	2,601	971	
Guide Dogs for the Blind	0	0	0	0	0	0	0	0	0	0	20	0	20	0	
Hearing Aid Dispensers	0	76	0	0	15	0	37	0	11	0	0	1	140	82	
Midwifery **	0	0	1	0	0	0	0	0	0	0	0	0	1	1	
Occupational Therapy	18	1	1	0	0	0	5	2	0	0	0	0	27	21	
Optometry	4	17	2	0	15	2	76	0	*83	1	22	33	172	n/a	
Osteopathic Medical Board	3	1	2	0	45	3	53	2	0	0	3	2	*114	73	
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pharmacy	223	3	2	124	134	0	36	33	106	0	21	*607	1,289	296	
Physical Therapy	79	17	2	2	18	6	10	6	92	1	0	20	253	215	
Physician Assistant	3	1	1	1	46	0	21	2	1	0	0	1	77	28	
Physicians/Surgeons **	111	156	14	224	6,298	47	1,770	290	82	28	445	12	9,477	1,403	
Podiatric Medicine	2	21	3	3	114	2	68	0	11	1	1	5	231	69	
Psychiatric Technician	29	1	0	3	6	4	48	5	1	0	0	19	116	469	
Psychology	10	3	1	1	76	3	213	0	52	0	17	14	390	261	
Registered Dispensing Optician	0	1	0	0	12	0	49	0	8	0	2	0	72	6	
Registered Nursing	40	7	92	94	31	1	120	35	16	0	0	4	440	479	
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Respiratory Care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Speech-Language Pathology & Audiology	3	0	0	0	0	0	4	0	6	0	0	9	22	26	
Telephone Medical Advice Service	0	0	0	0	0	0	0	0	0	0	3	0	*3	0	
Veterinary Medicine	17	0	4	1	257	1	130	10	68	16	28	1	533	278	
Veterinary Technicians	1	0	0	0	0	0	0	0	0	0	0	0	1	3	
Vocational Nurse	177	25	12	32	32	3	96	3	21	1	0	52	454	1,611	
TOTALS	1,442	448	137	493	8,659	93	3,303	395	642	77	1,049	798	17,453	6,559	

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** Program overseen by the Medical Board of California

n/a - Not applicable

Healing Arts Agencies

INFORMAL ACTIONS / PETITIONS TO COMPEL EXAMINATIONS							
FISCAL YEAR 2001-2002	WARNING / CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE / INFORMAL HEARING	REPRIMAND / VIOLATION / EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS	PETITIONS TO COMPEL EXAMS		
					FILED	GRANTED	DENIED
Acupuncture	23	2	0	25	0	0	0
Behavioral Sciences	17	5	0	22	2	1	0
Dental Auxiliaries	0	0	0	0	0	0	0
Dental Board	85	6	0	85	0	0	0
Guide Dogs for the Blind	0	0	0	0	n/a	n/a	n/a
Hearing Aid Dispensers	11	0	49	60	0	0	0
Midwifery **	0	0	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	0	0
Optometry	69	n/a	20	89	1	1	0
Osteopathic Medical Board	0	2	38	40	2	2	0
Outpatient Settings **	0	0	0	0	0	0	0
Pharmacy	20	260	620	900	3	3	0
Physical Therapy	1	20	NDA	21	1	1	0
Physician Assistant	0	0	0	0	0	0	0
Physicians/Surgeons **	2	70	0	72	16	18	0
Podiatric Medicine	16	4	5	25	0	0	0
Psychiatric Technician	35	*16	0	51	0	0	0
Psychology	11	0	23	34	0	0	0
Registered Dispensing Opticians **	0	0	0	0	0	0	0
Registered Nursing	0	0	0	0	17	14	0
Research Psychoanalysts **	0	0	0	0	0	0	0
Respiratory Care	19	0	218	237	0	0	0
Speech-Language Pathology & Audiology	0	5	6	11	0	0	0
Telephone Medical Advice Service	0	0	0	0	n/a	n/a	n/a
Veterinary Medicine	27	8	90	125	0	0	0
Veterinary Technicians	0	0	0	0	0	0	0
Vocational Nurse	136	*67	1	204	0	0	0
TOTALS	472	465	1,070	2,001	42	40	0

* Endnotes appear at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

NDA - No data available

Healing Arts Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION																		
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY												TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA / CA	
		CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLIGENCE / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER					
Acupuncture	43	2	1	0	0	2	6	16	0	6	2	0	0	35	35	8	1	
Behavioral Sciences	42	2	1	0	0	5	11	12	0	9	0	1	1	42	29	13	1	
Dental Auxiliaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dental Board	556	21	19	15	35	170	6	53	2	61	3	2	7	394	432	118	22	
Guide Dogs for the Blind	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hearing Aid Dispensers	11	0	8	0	0	2	0	2	0	2	0	0	0	14	13	3	2	
Midwifery **	7	0	0	0	0	5	0	1	0	2	0	0	0	8	7	5	2	
Occupational Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Optometry	10	0	0	1	0	3	2	0	0	1	0	0	0	7	1	17	4	
Osteopathic Medical Board	23	1	0	2	1	0	4	5	0	1	0	0	0	14	9	10	0	
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pharmacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Physical Therapy	89	2	15	0	0	5	4	5	0	53	0	0	5	89	91	53	8	
Physician Assistant	61	4	2	1	6	13	2	18	0	10	0	0	3	59	30	26	3	
Physicians / Surgeons **	2,524	88	84	67	159	904	84	695	6	223	2	0	49	2361	1,417	507	82	
Podiatric Medicine	39	1	9	3	2	14	1	6	0	3	0	0	5	44	25	23	6	
Psychiatric Technician	16	1	0	1	2	5	4	30	0	2	0	0	2	47	54	28	1	
Psychology	203	6	5	4	1	29	13	40	0	21	0	0	66	185	107	21	5	
Registered Dispensing Opticians **	37	0	2	0	0	3	0	5	0	0	22	0	0	32	14	1	1	
Registered Nursing*	1,250	182	21	196	170	136	8	230	85	23	0	0	14	1,065	1,081	260	37	
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Respiratory Care	8	1	0	2	0	1	1	7	0	0	0	0	1	13	13	3	1	
Speech-Language Pathology & Audiology	5	0	0	0	0	0	0	6	0	4	0	0	1	11	5	3	0	
Telephone Medical Advice Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Veterinary Medicine	29	2	0	2	1	8	0	10	0	6	0	0	0	29	20	*20	6	
Veterinary Technicians	2	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
Vocational Nurse	118	4	3	19	35	34	4	45	0	7	0	0	14	165	263	120	10	
TOTALS	5,073	318	170	313	412	1,339	150	1,186	93	434	29	3	168	4,615	3,647	1,239	192	

* Endnotes appear at the end of the report

** Program overseen by the Medical Board of California

Healing Arts Agencies

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION																	
FISCAL YEAR 2001-2002	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED, BY CATEGORY												TOTAL INVESTIGATIONS CLOSED	INVESTIGATIONS PENDING	REFERRED TO AG	REFERRED TO DA / CA
		CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLIGENCE / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER				
Acupuncture	n/a	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Behavioral Sciences	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Dental Auxiliaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental Board	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Guide Dogs for the Blind	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Aid Dispensers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Midwifery **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy	48	18	1	1	0	0	0	5	2	0	0	0	0	27	21	0	0
Optometry	212	0	6	1	0	5	2	18	0	10	0	0	0	42	50	12	0
Osteopathic Medical Board	n/a	0	6	1	0	5	2	18	0	10	0	0	0	42	50	*NDA	*NDA
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	990	209	9	9	220	398	0	159	30	154	10	8	7	1,213	462	25	0
Physical Therapy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Physician Assistant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Physicians / Surgeons **	84	0	0	0	0	0	0	0	88	0	0	0	0	88	0	82	0
Podiatric Medicine	45	0	0	0	0	39	0	0	0	0	0	0	0	39	6	0	0
Psychiatric Technician	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Psychology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Registered Dispensing Opticians**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Registered Nursing	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	NDA	0	NDA	NDA	NDA
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care	468	248	4	10	3	16	4	27	1	105	3	0	5	426	218	95	1
Speech-Language Pathology & Audiology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Telephone Medical Advice Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Medicine	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	n/a	n/a
Veterinary Technicians	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	n/a	n/a	n/a
Vocational Nurse	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	NA	NA	NA
TOTALS	1,847	475	26	22	223	463	8	227	121	279	13	8	12	1,877	807	214	1

* Endnote appears at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

NDA - No data available

Healing Arts Agencies

FISCAL YEAR 2001-2002	ACTIONS FILED					
	ACCUSATIONS / PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS / INTERIM SUSPENSION ORDERS ISSUED
Acupuncture	19	0	3	1	0	0
Behavioral Sciences	27	7	30	1	0	0
Dental Auxiliaries	0	0	0	0	0	0
Dental Board	64	3	56	22	0	0
Guide Dogs for the Blind	0	0	0	0	0	0
Hearing Aid Dispensers	1	0	2	0	0	0
Midwifery **	2	0	n/a	1	0	0
Occupational Therapy	0	0	0	0	0	0
Optometry	11	1	6	0	0	0
Osteopathic Medical Board	8	2	7	0	0	2
Outpatient Settings **	0	0	n/a	0	0	0
Pharmacy	137	10	207	0	2	2
Physical Therapy	16	3	30	8	n/a	2
Physician Assistant	16	4	5	3	0	1
Physicians/Surgeons **	350	6	520	33	4	*66
Podiatric Medicine	11	1	5	6	0	3
Psychiatric Technician	30	7	23	1	0	0
Psychology	25	8	53	5	n/a	0
Registered Dispensing Opticians **	2	0	10	1	0	0
Registered Nursing	204	28	15	24	0	0
Research Psychoanalysts **	0	0	n/a	0	0	0
Respiratory Care	110	11	25	2	0	4
Speech-Language Pathology & Audiology	0	0	7	0	0	0
Telephone Medical Advice Service	3	0	0	0	0	3
Veterinary Medicine	15	5	79	6	0	2
Veterinary Technicians	0	2	1	0	0	0
Vocational Nurse	91	26	75	10	0	0
TOTALS	1,142	124	1,159	124	6	85

* Endnote appears at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

Healing Arts Agencies

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2001-2002	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN / DISMISSED
Acupuncture	6	5	3	0	1	0	0	0	5
Behavioral Sciences	14	6	2	2	13	0	3	0	8
Dental Auxiliaries	0	0	0	0	0	0	0	0	0
Dental Board	8	8	7	0	2	0	2	1	6
Guide Dogs for the Blind	0	0	0	0	0	0	0	0	0
Hearing Aid Dispensers	0	0	0	0	1	0	0	0	0
Midwifery **	0	0	0	0	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	0	0	0	0
Optometry	1	0	2	0	7	1	0	0	2
Osteopathic Medical Board	0	1	1	1	3	2	0	1	0
Outpatient Settings **	0	0	0	0	0	0	0	0	0
Pharmacy	74	25	10	0	51	29	0	7	56
Physical Therapy	7	2	0	1	4	0	1	1	6
Physician Assistant	1	1	3	0	12	1	4	0	0
Physicians/Surgeons **	38	47	19	6	83	52	1	21	262
Podiatric Medicine	1	1	1	0	1	2	0	1	4
Psychiatric Technician	19	1	0	0	17	0	0	5	3
Psychology	4	5	1	0	12	1	0	0	4
Registered Dispensing Opticians **	0	0	0	0	1	0	0	0	1
Registered Nursing	88	14	0	1	141	9	7	1	25
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0
Respiratory Care	21	14	1	0	44	22	1	1	4
Speech-Language Pathology & Audiology	0	2	0	0	0	0	0	0	0
Telephone Medical Advice Service	0	0	0	0	0	0	0	0	0
Veterinary Medicine	6	3	5	0	5	0	6	7	0
Veterinary Technicians	0	0	0	0	0	0	0	1	0
Vocational Nurse	39	10	1	0	46	1	5	4	2
TOTALS	327	145	56	11	444	120	30	51	388

** Program overseen by the Medical Board of California

Healing Arts Agencies

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2001-2002	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Acupuncture	0	0	0	1
Behavioral Sciences	1	1	0	1
Dental Auxiliaries	0	0	0	0
Dental Board	6	3	4	5
Guide Dogs for the Blind	0	0	0	0
Hearing Aid Dispensers	0	0	0	0
Midwifery **	0	0	0	0
Occupational Therapy	0	0	0	0
Optometry	1	0	0	1
Osteopathic Medical Board	1	0	1	1
Outpatient Settings **	0	0	0	0
Pharmacy	0	0	0	0
Physical Therapy	0	0	1	0
Physician Assistant	0	0	0	0
Physicians/Surgeons **	20	7	7	7
Podiatric Medicine	1	1	1	1
Psychiatric Technician	0	0	4	3
Psychology	5	1	0	0
Registered Dispensing Opticians **	0	0	0	0
Registered Nursing	13	4	3	4
Research Psychoanalysts **	0	0	0	0
Respiratory Care	9	2	4	0
Speech-Language Pathology & Audiology	0	0	0	0
Telephone Medical Advice Service	n/a	n/a	n/a	n/a
Veterinary Medicine	1	1	0	1
Veterinary Technicians	0	0	0	0
Vocational Nurse	1	1	4	8
TOTALS	59	21	29	33

INSPECTION DATA				
FISCAL YEAR 2001-2002	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Acupuncture	n/a	0	0	0
Behavioral Sciences	n/a	n/a	n/a	n/a
Dental Auxiliaries	0	0	0	0
Dental Board	259	85	174	56
Guide Dogs for the Blind	*3	0	0	0
Hearing Aid Dispensers	n/a	n/a	n/a	n/a
Midwifery **	n/a	n/a	n/a	n/a
Occupational Therapy	n/a	n/a	n/a	n/a
Optometry	0	0	0	0
Osteopathic Medical Board	n/a	n/a	n/a	n/a
Outpatient Settings **	n/a	n/a	n/a	n/a
Pharmacy	2,794	171	0	0
Physical Therapy	n/a	n/a	n/a	n/a
Physician Assistant	N/A	0	0	0
Physicians/Surgeons **	n/a	n/a	n/a	n/a
Podiatric Medicine	0	0	0	0
Psychiatric Technician	n/a	n/a	n/a	n/a
Psychology	n/a	n/a	n/a	n/a
Registered Dispensing Program **	n/a	n/a	n/a	n/a
Registered Nursing	na	na	na	na
Research Psychoanalysts **	n/a	n/a	n/a	n/a
Respiratory Care	n/a	n/a	n/a	n/a
Speech-Language Pathology & Audiology	n/a	n/a	n/a	n/a
Telephone Medical Advice Service	n/a	n/a	n/a	n/a
Veterinary Medicine	496	n/a	n/a	2
Veterinary Technicians	n/a	n/a	n/a	n/a
Vocational Nurse	n/a	n/a	n/a	n/a
TOTALS	3,552	256	174	58

* Endnote appears at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

Healing Arts Agencies

DRUG DIVERSION PROGRAMS								
FISCAL YEAR 2001-2002	REFERRALS			CASES CLOSED				
	SELF REFERRALS	BOARD REFERRALS	TOTAL NO. OF PARTICIPANTS	SUCCESSFUL COMPLETIONS	NON- COMPLIANCE	WITHDRAWALS	NOT ELIGIBLE / NOT INTERESTED	TOTAL CASES CLOSED
Acupuncture	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Behavioral Sciences	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Dental Auxiliaries	0	0	0	0	0	0	0	0
Dental Board	2	9	98	13	10	2	6	31
Guide Dogs for the Blind	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Hearing Aid Dispensers	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Midwifery **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Occupational Therapy	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Optometry	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Osteopathic Medical Board	2	1	9	4	1	1	0	6
Outpatient Settings **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Pharmacy	11	14	63	10	5	2	1	18
Physical Therapy	0	1	5	1	0	0	0	1
Physician Assistant	2	2	15	0	1	0	0	1
Physicians/Surgeons **	57	48	327	50	12	1	32	95
Podiatric Medicine	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Psychiatric Technician	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Psychology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Registered Dispensing Opticians **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Registered Nursing	29	125	402	49	66	22	151	288
Research Psychoanalysts **	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Respiratory Care	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Speech-Language Pathology & Audiology	0	0	0	0	0	0	0	0
Telephone Medical Advice Service	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Veterinary Medicine	3	1	7	0	1	0	1	2
Veterinary Technicians	0	0	0	0	0	0	0	0
Vocational Nurse	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
TOTALS	106	201	926	127	96	28	191	442

** Program overseen by the Medical Board of California n/a - Not applicable

Healing Arts Agencies

MONETARY SAVINGS / COST RECOVERIES / RESTITUTIONS						
FISCAL YEAR 2001-2002	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED / PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Acupuncture	\$0	\$0	\$0	\$0	\$17,888	\$0
Behavioral Sciences	\$0	\$0	\$0	\$0	\$130,772	\$0
Dental Auxiliaries	\$0	\$0	\$0	\$0	\$0	\$0
Dental Board	\$54,696	n/a	\$5,327	\$60,023	\$119,501	\$0
Guide Dogs for the Blind	\$0	\$0	\$0	\$0	\$0	\$0
Hearing Aid Dispensers	\$27,099	\$5,962	\$0	\$33,061	\$2,500	\$0
Midwifery **	n/a	n/a	n/a	\$0	\$0	\$0
Occupational Therapy	n/a	n/a	n/a	n/a	n/a	n/a
Optometry	\$4,821	\$100	\$800	\$5,721	\$27,108	\$800
Osteopathic Medical Board *	NDA	NDA	NDA	\$0	\$47,400	NDA
Outpatient Settings **	n/a	n/a	n/a	\$0	\$0	\$0
Pharmacy	\$0	\$0	\$0	\$0	\$374,053	\$0
Physical Therapy	n/a	n/a	n/a	\$0	\$28,227	n/a
Physician Assistant	\$0	\$0	\$0	\$0	\$29,856	\$0
Physicians/Surgeons **	n/a	n/a	n/a	\$0	*\$1,818,124	\$4,430
Podiatric Medicine	n/a	n/a	n/a	\$0	\$22,819	n/a
Psychiatric Technician	n/a	n/a	n/a	\$0	\$51,583	n/a
Psychology	n/a	n/a	n/a	n/a	*\$77,028	\$0
Registered Dispensing Opticians **	n/a	n/a	n/a	\$0	\$4,707	\$0
Registered Nursing	n/a	n/a	n/a	n/a	\$466,350	n/a
Research Psychoanalysts **	n/a	n/a	n/a	\$0	\$0	\$0
Respiratory Care	n/a	n/a	n/a	\$0	\$160,144	n/a
Speech-Language Pathology & Audiology	\$0	\$0	\$0	\$0	\$0	\$0
Telephone Medical Advice Service	n/a	n/a	n/a	n/a	n/a	n/a
Veterinary Medicine	NDA	NDA	NDA	\$0	\$37,323	NDA
Veterinary Technicians	\$0	\$0	\$0	\$0	\$0	\$0
Vocational Nurse	n/a	n/a	n/a	\$0	\$157,845	n/a
TOTALS	\$86,616	\$6,062	\$6,127	\$98,805	\$3,573,228	\$5,230

* Endnotes appear at the end of the report

** Program overseen by the Medical Board of California

n/a - Not applicable

NDA - No data available

Department Overview

DESIGN/CONSTRUCTION AGENCIES: CONTRACTORS – The Board issues licenses for 42 License Classes. In addition, the Board issues three certifications: Home Improvement, Asbestos Removal, and Hazardous Substance Removal.

DESIGN/CONSTRUCTION AGENCIES: LANDSCAPE ARCHITECTS – The five members shown under Number of Board Members are committee members who report to the Board of Architectural Examiners.

NO. OF BOARD MEMBERS – *No. of Board Members* are members of the Bureau of Security and Investigative Services' Disciplinary Review Committee; the Bureau for Private Postsecondary and Vocational Education's Advisory Committee; the Barbering and Cosmetology Program's Disciplinary Review Committee; and the Bureau of Automotive Repair's Inspection and Maintenance Review Committee.

Departmental Consumer Assistance Agencies

CONSUMER INFORMATION CENTER: CALLS NOT QUALIFIED – These calls were not qualified by the CIC agents, the total of these non-qualified codes were distributed proportionally among the clients, based on their total program action counts.

CONSUMER INFORMATION CENTER: LANGUAGE LINE – These calls were qualified as using the AT&T Language Line Services and were distributed proportionally among the clients, based on their total program action counts.

CONSUMER ASSISTANCE PROGRAM: APPLICATIONS PENDING – No information available due to the suspension of the Vehicle Retirement Fund because of unavailable funds in January 2002.

CONSUMER ASSISTANCE PROGRAM: AVERAGE STATE REPAIR/RETIREMENT COST – This figure represents a \$1,000 state contribution to the consumer, and an average cost of \$98 administrative fee paid to the contracted auto dismantler.

Business Services Agencies

Licenses & Registrations

ACCOUNTANCY – Due to the nature of the Board's exams, data for *Written Pass Rate %* cannot be displayed in this table's format. The Certified Public Accountant (CPA) exam has four sections, not all of which must be taken at one time. A total of 22,038 individuals were scheduled to take some portion of the exam, and 17,047 actually sat for it. For the two exams given in Fiscal Year 2001/2002 a total of 3,170 candidates (19%) passed the final portion(s) of the exam or passed the four-portion exam at one sitting.

ATHLETIC COMMISSION – *Applications Denied* includes incomplete applications; *Exams Scheduled*: These exams represent physical and neurological exams by fighters.

AUTOMOTIVE REPAIR AND SMOG CHECK – *Licenses/Registrations Issued* increased significantly due to business process re-engineering that allowed for improved and more timely issuance of licenses. *Written Pass Rate %* for the Smog Check Technician exam is 84% and 79% for the Brake/Lamp Adjuster exam, resulting in an average of 82%.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – The BPPVE's ASP workload was derived from (1) manual Excel spreadsheets and (2) PPD/Lotus Notes database systems which are scheduled for sunset by November 2002. The Excel/PPDS/Lotus Notes data has since been updated and corrected prior to its upload to the BPPVE's new and comprehensive School Automation Information Link (SAIL). Thus, the data in the ASP may be subject to change(s) once SAIL is implemented.

SECURITY AND INVESTIGATIVE SERVICES – *Total Inactive Licenses/Registrations* has decreased due to the database being purged of non-renewable "delinquent" status records.

Certificates & Permits

AUTOMOTIVE REPAIR AND SMOG CHECK – The dramatic increase in certificate *Applications Received*, *Applications Denied*, and *Applications Issued* in Fiscal Year 2001/2002 was a direct result of having expanded the scope of activities under the Smog Check Gold Shield Program, whereby qualifying Test-and-Repair stations were allowed to repair, retest, and certify Test-Only directed vehicles, unlike in previous years.

CEMETERY AND FUNERAL – Data applies to both Apprentice Embalmers and Funeral Establishment Approvals to train Apprentice Embalmers.

Fingerprints

ACCOUNTANCY – All applicants applying for licensure must submit *Fingerprints*, which are sent to the Department of Justice for a criminal history background check.

ATHLETIC – *Fingerprints* are required for original promoter, matchmaker, and manager applicants.

CEMETERY AND FUNERAL – *Fingerprints* are required for funeral-related licenses only. However, criminal record reports are required when prior convictions are indicated on cemetery-related license applications. Criminal reports are also received when licensees have a subsequent conviction after licensure.

Business Services Agencies (continued)

Approvals/

Accreditation and Continuing Education

ACCOUNTANCY – The Board does not approve Continuing Education Providers with the exception of Professional Conduct and Ethics (PC&E) course providers. Therefore, these statistics display only the number of providers approved for the PC & E requirement, and does not include the many providers offering other continuing education courses.

AUTOMOTIVE REPAIR AND SMOG CHECK – The increase in the number of continuing education audits in Fiscal Year 2001/2002 was the result of a new tracking system that can now keep count of this activity.

Complaints Received

ATHLETIC – *Public* is telephone and e-mail complaints regarding unlicensed mixed martial arts events and martial arts schools. *Internal/Other* is boxer/manager contract disputes.

AUTOMOTIVE REPAIR AND SMOG CHECK – Internal/Other complaints continued to decline from the prior year because BAR stopped counting its internally initiated unlicensed activity efforts as complaints.

Complaints Closed Without Going to Investigation

AUTOMOTIVE REPAIR AND SMOG CHECK – *Unlicensed/Unregistered Complaints Closed* continued to decline from the prior year because the Bureau stopped counting its internally initiated unlicensed activity efforts as complaints.

Informal Actions

CEMETERY AND FUNERAL – Changes in the tracking system to more accurately reflect the actions taken resulted in a substantial increase in the number of Warning/Cease and Desist Letters Issued and a decrease in the number of Reprimand/Violation/Education Letters Issued.

Complaints Referred to Sworn Investigators for Investigation

ACCOUNTANCY – These data are combined under “Complaints Referred to Non-Sworn Investigators for Formal Investigation.”

COURT REPORTERS – *Investigations Opened* may include cases sent directly to the Deputy Attorney General’s Office for disciplinary action.

Complaints Referred to Non-Sworn Investigators for Investigation

AUTOMOTIVE REPAIR AND SMOG CHECK – *Investigations Opened* and *Investigations Closed* reflect the use of Bureau Investigators in lieu of DOI.

Actions Filed

AUTOMOTIVE REPAIR AND SMOG CHECK – *Citations Issued* increased due to full implementation of the Smog Check Station Quality Assurance Inspection Program. Stations with repeated or chronic deficiencies are now progressing to citations.

CEMETERY AND FUNERAL – The tracking system does not distinguish between *Inspection Citations Issued*, reported in the “ACTIONS FILED” chart, and other *Citations Issued* as a result of Bureau investigations, reported in the INSPECTION DATA chart. Therefore, both categories of citations are reported under “INSPECTION DATA.”

Business Services Agencies (continued)

Administrative Outcomes

ATHLETIC COMMISSION – *Revocation* is professional boxers retired for inability to compete. *Surrender of License* means disciplinary suspensions. *Suspension Only* is medical suspensions for boxers knocked out, injured, etc.

Petitions for Penalty Relief

AUTOMOTIVE REPAIR AND SMOG CHECK – Prior to Fiscal Year 2001/2002 data reported was not an accurate representation.

Inspection Data

ATHLETIC – Number of Inspections includes amateur and professional boxing and martial arts events, boxing gyms, mixed martial arts, and submission fighting events. Notices of Violation Issued include unlicensed mixed martial arts events.

AUTOMOTIVE REPAIR AND SMOG CHECK – BAR's Quality Assurance Inspection Program, fully implemented in Fiscal Year 2000/2001, continues to increase the overall inspection volume. This has led to increased compliance and a reduction in the numbers of Citations Issued for Fiscal Year 2001/2002.

BARBERING AND COSMETOLOGY – Notices of Violation Issued are included in the Inspection Citations Issued data. Compliance Verified and Inspection Citations Issued both include compliance received for citations issued to establishments and to individuals cited within the establishment.

CEMETERY AND FUNERAL – *Inspection Citations Issued* also includes Citations Issued from the "ACTIONS FILED" chart.

Monetary Savings /Cost Recovery/Restitution

AUTOMOTIVE REPAIR AND SMOG CHECK – Fiscal Year 2001/2002. Total Cost Recoveries Ordered to Bureau and Total Restitution Ordered to Consumers include administrative, civil and criminal decisions. Fiscal Year 2001/2002 Total Restitution Ordered to Consumers increased substantially as a result of a single decision awarding consumers/victims a total of \$600,000.

CEMETERY AND FUNERAL – Total Restitution Ordered to Consumers includes restitution ordered by disciplinary actions and ordered to consumer trust funds through Bureau audits of trust fund reports. Normally consumers are not aware of the trust fund issues between the Bureau and a licensee. The Bureau independently identifies the deficiency and obtains compliance from the licensee (by contribution to the trust fund).

Design/Construction Agencies

Licenses & Registrations

ARCHITECTS – *Total Inactive Licenses/ Registrations* includes: 30/150-day temporary licenses (Family Support), delinquent, and retired.

Licenses/Registrations Renewed data reflect biennial renewals every odd year. *Total Number of Exams Scheduled* represents the total number of exams taken for both the written and oral exams. The *Written Pass Rate %* represents an average of the pass rates for all nine separate divisions of the Architect Registration Examination.

ENGINEERS AND LAND SURVEYORS – *Applications Received* are those applications received within the timeframe of FY 01/02. Data on actual *Licenses/Registrations Issued* and *Written Pass Rate %* results are based on October 2001 and April 2002 test administrations only.

LANDSCAPE ARCHITECTS – The pass rates indicated are for the Landscape Architect Registration Examination (LARE), which is the national examination for Landscape Architects. The Written portion includes three sections administered every year in June and the Clinical/Practical includes two sections administered in June and December each year. In addition, the Landscape Architects Technical Committee administers a California Supplemental Examination to all eligible candidates prior to licensure. The candidates must obtain a 90% pass rate to be eligible for licensure. There were 124 California Supplemental Examinations issued during the 2001/2002 fiscal year.

STRUCTURAL PEST CONTROL – The Board conducted three licensing examinations resulting in the following *Written Pass Rate %* for each exam type: Field Representative 33%, Operator 29%, and Registered Applicator 76%, resulting in an average of 46%.

Certificates & Permits

ENGINEERS AND LAND SURVEYORS – *Applications Received* are those applications received within the timeframe of FY 01/02. Data on *Certificates/Permits Issued* and *Written Pass Rate %* are based on October 2001 and April 2002 test administrations only.

Fingerprints

STRUCTURAL PEST CONTROL – *Fingerprints* are only requested of applicants indicating a prior conviction on their application.

Complaints Referred to Sworn Investigators for Investigation

ARCHITECTS – *Investigations Opened*: Board staff and non-sworn investigators were used in lieu of Division of Investigation.

Complaints Referred to Non-Sworn Investigators for Investigation

ENGINEERS AND LAND SURVEYORS – *Investigations Opened* includes 43 complaints submitted to the Division of Investigation (DOI) for assistance. *Investigations Closed* include 42 complaints closed by the Board that DOI returned for further action after completing its portion of the investigation. *Investigations Pending* include 41 pending at DOI. Referred to DA/CA data are DOI referrals to the District Attorney for criminal prosecution.

Administrative Outcomes

ARCHITECTS – *Other Decisions*: A proposed decision was rendered in a citation case that was appealed to an administrative hearing, however, it was accounted for on the previous chart, "ACTIONS FILED," under *Citations Issued*.

Inspection Data

STRUCTURAL PEST CONTROL – Fewer site inspections were performed due to a vacant position that created an extra burden of complaints on the remaining specialists.

Monetary Savings /Cost Recovery/Restitution

STRUCTURAL PEST CONTROL – Previously captured data was not broken down between cash refunds to consumers and rework done for consumers at no charge.

Healing Arts Agencies

Licenses & Registrations

DENTAL AUXILIARIES – *Applications Denied* data are included in data reported by the Dental Board.

MIDWIFERY – In prior fiscal years data has been reported in these categories, however, the examination is not given by the Medical Board, therefore no information will be reported in this or future fiscal years. The exam is administered by North American Registry of Midwives.

PHYSICAL THERAPY – *Exams Scheduled* and the Written Pass Rate % are based on the National Physical Therapist and Physical Therapist Assistant practice exams only. The Board also administered 1,536 California Law Examinations (laws and regulations) during FY 01/02. 1,347 applicants passed.

PHYSICIAN ASSISTANT – Effective July 1, 2001, the Physician Assistant Committee no longer issues supervising physician approvals. Thus, statistics now reflect physician assistant license. Examination is administered/owned by the National Commission on the Certification of Physician Assistants. Applicants currently have up to three opportunities during the fiscal year to take the exam.

PODIATRIC MEDICINE – *Applications Received* include 55 limited license applications; *Licenses/Registrations Issued* include 54 limited Licenses/Registrations; *Total Active Licenses/Registrations Issued* include 145 active limited licenses; *Licenses/Registrations Renewed* include 101 "Fee-Exempt" renewals.

PSYCHIATRIC TECHNICIANS – *Active Licenses* include a 150-day temporary license; *Inactive Licenses* include delinquent, inactive, and continuing education holds.

PSYCHOLOGY – Data reflect license and registration activity for Licensed Psychologists, Registered Psychologists, and Registered Psychological Assistants combined. *Applications Denied* is formal denials, withdrawals, and unqualified applicants. *Total Inactive Licenses/Registrations*, *Total Number of Exams Scheduled*, and *Pass Rate %* data apply to Licensed Psychologists only. Effective Jan. 1, 2002, the oral examination was eliminated and the written California Jurisprudence and Professional Ethics Examination (CJPEE) was implemented. *Total Number of Exams Scheduled* consists of the Examination for Professional Practice in Psychology (EPPP) and the CJPEE. The *Written Pass Rate %* was based on an average of these two examinations.

REGISTERED DISPENSING OPTICIANS – The Dispensing Optician Program includes four license types: Registered Dispensing Opticians (RDO), Non-Resident Contact Lens Seller Out-of-State (OS), Spectacle Lens Dispenser (SLD), and Contact Lens Dispenser (CLD).

RESEARCH PSYCHOANALYSTS – *Licenses/ Registrations Renewed* are renewed biennially in February of even-numbered years.

SPEECH-LANGUAGE – SB 50, effective October 2001, established Speech-Language Pathology Assistant Paraprofessional category of licensure. Licenses/Registrations Issued reflect Speech and Audiology temporary licenses combined, and reflect RPE temporary licenses issued to applicants obtaining the required professional experience for permanent licensure.

VETERINARY MEDICINE – *Licenses/Registrations Issued* include 405 Veterinary, 96 Reciprocity, and 14 Intern; *Total Number of Exams Scheduled* includes 279 National Veterinary Licensing Examinations (NAVLE); 381 California State Boards (CSB); 96 Reciprocity Veterinary Licensing Examinations (RVLE); and 226 Regular Veterinary Licensing Examinations (VLE). *Written Pass Rate %* consists of 62% NAVLE, 87% CSB; and 100% VLE and RVLE.

VOCATIONAL NURSING – *Active Licenses* include 150-day temporary licenses. *Inactive Licenses* include delinquent, inactive, and continuing education holds.

Healing Arts Agencies (continued)

Certificates & Permits

OUTPATIENT SETTINGS – The Medical Board issues approval for the agency to accredit the outpatient setting. This is not actually a certificate or permit but an approval.

PHYSICIAN ASSISTANT – *Applications Received, Certificates/Permits Issued, and Total Active Certificates/Permits* are Physician Assistant Interim Approval permits.

PODIATRIC MEDICINE – *Certificates/Permits Issued* does not include incomplete Fictitious Name Permit applications that could not be issued.

PSYCHIATRIC TECHNICIANS – *Certificates/ Permits Issued* include 2 blood withdrawal certificates.

RESPIRATORY CARE – *Applications Received, Applications Denied, Total Active Certificates/Permits* and *Total Inactive Certificates/Permits* data are reported on the "LICENSE/REGISTRATION" chart.

VOCATIONAL NURSING – *Certificates/Permits Issued* include 48 interim permits, 535 blood withdrawal certificates, 1,081 intravenous therapy certificates, and 591 intravenous therapy, blood withdrawal certificates.

Fingerprints

PSYCHIATRIC TECHNICIANS – *Fingerprints* includes 74 rap sheets and 25 subsequent arrest reports.

REGISTERED DISPENSING OPTICIANS – Only Contact Lens Dispenser and Spectacle Lens Dispenser require *Fingerprints*.

REGISTERED NURSING – *Number of Criminal Records Received* includes reprint reports from Department of Justice

VOCATIONAL NURSING – *Fingerprints: The Number of Criminal Records Received* includes 332 rap sheets and 114 subsequent arrest reports.

Approvals/ Accreditation and Continuing Education

PHYSICIAN ASSISTANT – *Number of Approvals/ Accreditation* are the number of approved Physician Assistant training programs.

PHYSICAL THERAPY – *Number of Approvals/ Accreditation* are schools with Physical Therapy educational programs approved by the American Physical Therapy Association and accepted by the Board.

VETERINARY MEDICINE – *Number of Continuing Education Audits*: Effective January 31, 2002, the Board will be auditing the licensees to ensure continuing education requirements are met.

Complaints Received

HEARING AID DISPENSERS – *Internal/Other* includes complaints received anonymously.

PHARMACY – *Internal/Other* includes application investigations.

Complaints Closed Without Going to Investigation

OPTOMETRY – *Unlicensed/Unregistered* includes unlicenses/unregistered offices as well as optometrists.

OSTEOPATHIC MEDICAL BOARD – *Total Complaints Closed* may be higher. However, some data is not available due to lack of automation of complaint files. Current complaints are now being added to an electronic database.

PHARMACY – *Other* includes application investigations.

Healing Arts Agencies (continued)

Informal Actions

PSYCHIATRIC TECHNICIANS – *Office Conference/ Informal Hearing* includes 11 probation compliance meetings and 5 citation conferences.

VOCATIONAL NURSING – *Office Conference/ Informal Hearing* includes 45 probation compliance meetings and 22 citation conferences.

Complaints Referred to Sworn Investigators for Investigation

REGISTERED NURSING – The tracking system does not permit data separation of Sworn and Non-Sworn Investigators for investigations.

VETERINARY MEDICINE – *Referred to AG* data includes complaints that were sent directly to the Attorney General's office without formal investigation because the initial evidence was sufficient to support an accusation.

Actions Filed

OSTEOPATHIC – *Referred to AG and Referred to DA/CA*: Based on SB26, during Fiscal Year 2001-2002, the Board of Osteopathy has been in transition to the oversight of the Department of Consumer Affairs.

PHYSICIANS AND SURGEONS – *Interim Suspension Orders* include 23 interim orders; 3 temporary restraining orders; 5 automatic suspension orders; 19 out-of-state suspension orders; 11 license restrictions; and 5 stipulated agreements to suspend or restrict the practice of medicine.

Inspection Data

GUIDE DOGS FOR THE BLIND – The Board inspects each school at least once a year.

Monetary Savings /Cost Recovery/Restitution

OSTEOPATHY – Based on SB26, during Fiscal Year 2001-2002, the Board of Osteopathy has been in transition to the oversight of the Department of Consumer Affairs.

PHYSICIANS AND SURGEONS – *Total Cost Recoveries Ordered* to the Board include \$767,577 for probation monitoring costs ordered and \$1,050,547 in cost recovery ordered.

PSYCHOLOGY – *Total Cost Recoveries Ordered* to the Board include enforcement costs ordered of \$87,039, probation monitoring costs billed of \$55,654 and citations and fines ordered in the amount of \$3,450.

Glossary of Terms

Accusation - A formal, written statement of charges.

Average Consumer Repair Cost – Average cost of parts and labor paid by a consumer towards repair of a vehicle's emissions system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

Average State Repair Cost - Average cost of parts and labor paid by the state towards repair of a vehicle's emission system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

Average Total Repair Cost – Average total cost of parts and labor paid by the state and consumer combined towards repair of a vehicle's emission system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

B&P Code - The Business and Professions Code that contains the statutes governing the Department of Consumer Affairs and its licensing boards.

B&P Code Section 480-485 - A statute whereby applications are denied.

B&P Code Section 800 - A statute requiring specified healing arts boards to create and maintain a central file containing a historical record of licensees.

Call Center Actions – The subject matter of each call answered at the Consumer Information Center is coded and captured by the Automated Call Distributor System (ACD). The ACD will allow entry of up to three subject matter identification codes per call. Each of the codes captured by the ACD is referred to as a call center action. Total call center action codes captured for each client board/bureau are displayed under three main category types: complaint related, general inquiries, and licensing related.

Certificate/Permit - A document issued to an individual who also holds a valid license or registration that requires a secondary permit or certificate for specialized work.

Citation - A written formal order to pay a fine and/or correct a condition.

Civil Action - A court proceeding initiated by a person or other entity to enforce private rights or obtain redress.

Complaint - A communication alleging a violation of the Practice Act.

Continuing Education - Additional education required by a board for licensure renewal.

Contractual - Failure to provide or comply with terms of contract/invoice or to honor warranty.

Conviction of a Crime - Conviction of a crime related to the practice or profession. (*Design/Construction Agencies only*)

Cost Recovery - An order directing a licensee to pay the costs of investigating and prosecuting an

administrative disciplinary action against the licensee.

Criminal Action - The proceeding by which a party charged with a crime is accused and brought to trial.

Criminal Charges/Convictions - Misdemeanor or felony charges of conviction reported to the Boards/Commission, regardless of the nature of the crime (i.e. criminal conviction for embezzlement is categorized under this category, not "fraud". (*Healing Arts Agencies only*))

Drug Related Offenses - Violations involving controlled substances or dangerous drugs in which self-use has not been established. For example, illegally obtaining, diverting, or possessing drugs; falsifying records pertaining to drugs, illegal sales of drugs, or illegal/ inappropriate prescribing or dispensing. (*Healing Arts Agencies only*)

Formal Investigations by Non-Sworn Investigators - Complaints referred to a non-sworn board investigator, inspector, or consultant to determine if violation of law has occurred.

Formal Investigations by Sworn Investigators - Complaints referred to the Division of Investigation or a sworn board investigator to determine if violations of law have occurred.

Fraud - Intentional acts of misrepresentation, supplying false information in connection with license application or renewal, illegal advertising, misleading advertising, substitution of goods/services, fraudulent billing (including Medi-Cal and insurance fraud), or unfair business practices (B&P Code 17200).

Glossary of Terms

Health & Safety - Improper use of a toxic or hazardous substance, prescription abuses, sanitation deficiencies and sale of dangerous substances or products.

Incompetence/Negligence - Substandard workmanship, departure from professional standards of practice, inadequate skills or lack of knowledge. (*Design/Construction and Business Services Agencies only. See Negligence/Incompetence for Healing Arts Agencies*)

Informal Action - Notification informing a licensee that he or she is in violation of the statutes or regulations of a board/committee. The notification is accomplished by a letter of reprimand, notice of warning, violation letter, office conference, informal hearing, education letter, or cease and desist letter.

Inspection - Inspection of a licensed business resulting from a consumer complaint or other enforcement purpose.

Interim Suspension Order - A temporary order of an Administrative Law Judge that immediately suspends a license pending the outcome of disciplinary action taken by the board.

Monetary Savings - A refund to the consumer through mediation efforts (between a consumer and a licensee) of actual money, services performed without charge, changes made in dollar amounts owed by the consumer or return and exchange of product purchased.

Negligence/Incompetence - Quality of care issues, departure from professional standards of practice, inadequate skills, lack of knowledge, excessive treatment, inadequate or inappropriate

supervision, reports of malpractice, or hospital disciplinary reports. (*B&P Code 800, Healing Arts Agencies only*)

Non-Jurisdictional - Issues not specifically covered by statute (fee disputes, discourtesy, referrals to other agencies, etc.).

Notice of Violation - A notice to a licensee documenting the licensee's failure to comply with a statute or regulation.

Personal Conduct - Drug/alcohol abuse, moral turpitude, mental illness, or conviction of a crime (regardless of the nature of the crime).

Petition for Modification/Termination of Probation - A request by a licensee who is on probation as a result of a disciplinary action to change or delete specified terms of the probation or to end the probation prior to its designated completion date.

Petition for Reinstatement - A request by a licensee whose license has been revoked to have the license reinstated.

Petition to Compel Examination - A formal order by the board requiring a licensee to take a psychological, physical, or competency exam. Failure to comply with said order may result in additional action by the board.

Petition to Revoke Probation - A request filed by the board/committee to terminate probation resulting from the licensee's failure to comply with some or all terms of probation.

Probation - A license placed on probation as a result of a disciplinary action with specified terms and conditions attached. (Also included is suspension stayed, probation only; revocation stayed, probation only; revocation stayed, condition and probation; and initial licenses and reinstatements issued on probation.)

Probation with Suspension - When a license is placed on probation with a specified suspension period that resulted from a disciplinary action. (Also included are revocation stayed, suspension and probation; suspension stayed, suspension and probation; revocation stayed, suspension, condition and probation.)

Product/Service Quality - Defective goods, product does not perform as warranted, or dissatisfaction with services rendered.

Professional Misconduct - Unlawful business practices, abandonment, failure to release/return records, or aiding and abetting unlicensed activity. (*Design/Construction Agencies only*)

Public Reprimand - A reproof of a licensee that is a matter of public record for conduct in violation of the law. (Also included are public letters of reprimand pursuant to B & P Code Section 2233.)

Referred to AG - When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are submitted to the State Attorney General (AG) for administrative purposes.

Referred to DA/CA - When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions

Glossary of Terms

Code, the results are turned over the local district attorney (DA) or a city attorney (CA) for legal action.

Restitution - An order from a court directing a licensee to pay the consumer moneys resulting from a disciplinary action against the licensee.

Restraining Order - An order from a court to refrain from engaging in particular unlawful conduct.

Revocation - The invalidation of an individual's license to practice a profession as a result of an administrative or disciplinary action.

School Approval/Accreditation - Certification that a school meets the required criteria for licensure.

Sexual Misconduct - Any act of sexual misconduct including sexual abuse, sexual contact or relations with client, sexual harassment, etc. *(Healing Arts and Business Services Agencies only)*

Statement of Issues - A formal written statement of charges denying an application for a license.

Substance Abuse or Mental/Physical Impairment - Drug or alcohol abuse, or impairment due to mental or physical illness. *(Healing Arts Agencies only)*

Surrender of License - The voluntary surrender of a license by the licensee resulting from a disciplinary action.

Suspension - A decision resulting from a disciplinary action whereby the right to practice a

profession is temporarily discontinued or withdrawn. (Also included is revocation stayed, suspension only.)

Total Emissions Reduction (in tons) – The gross emissions reduction benefit (in tons) attributed to vehicles repaired or retired under the Bureau of Automotive Repair's Consumer Assistance Program.

Total Number of Gross Polluters – Total number of vehicles participating in either the Vehicle Repair Assistance Program or Vehicle Retirement Program that recorded emissions at the gross polluter level during the vehicle's initial smog check resulting in test failure. A vehicle is deemed a gross polluter when the gaseous pollutants emanating from the tailpipe exceed the maximums permitted for the year, model, and weight category of the vehicle.

Total Stations/Dismantlers Participating – The total number of smog repair stations and dismantlers approved to participate in the Repair Assistance or Vehicle Retirement Programs through signed formal agreement with the Bureau of Automotive Repair's Consumer Assistance Program.

Total Vehicles Repaired/Retired – Total number of vehicle emission systems repaired or vehicles retired through participation in the Repair Assistance or Vehicle Retirement Programs. Vehicles are considered repaired or retired when the Bureau of Automotive Repair's Consumer Assistance Program approves the invoice.

Unlicensed/Unregistered - Unlicensed/unregistered activity, or aiding and abetting unlicensed activity.

Unprofessional Conduct - Unlawful business practices, abandonment, failure to release/return records, or breach of confidentiality. *(Business Services Agencies only)*

Unprofessional Conduct - Patient/Client abandonment, failure to release return records, breach of confidentiality, unethical practices, acts of violence, theft, failure to report abuse (child, spousal, elder or dependent adult), dual relationships. *(These complaints do not include criminal convictions/charges and relate to Healing Arts Agencies only)*